

Becoming a Healthcare Assistant within Croydon Health Services

Thank you for applying and coming for the assessment for healthcare assistant at Croydon Health Services.

Working life

The role of healthcare assistant is a rewarding and essential part of the nursing team. As a healthcare assistant (HCA), you will work under the guidance of a qualified healthcare professional, usually a nurse. As well as nurses, HCAs work with doctors, midwives and other healthcare professionals. They have a lot of contact with patients. Sometimes staff working in HCA roles are known as nursing assistants or generic support workers.

The work varies depending on where you're based, though for the majority of ward based HCAs you will be

- washing and dressing patients
- serving meals and helping to feed patients
- helping people to move around
- toileting
- making beds
- talking to patients and making them comfortable
- monitoring patients' conditions by taking temperatures, pulse, respirations and weight

Skills and personal characteristics needed

To be a healthcare assistant, you will need to be

- caring and kind
- cheerful and friendly
- willing to be hands-on with patients
- willing to do personal care tasks (washing, toileting, etc)
- able to follow instructions and procedures
- able to work in a team but use your own initiative

You'll also need

- communication skills, including listening
- organisation skills
- observational skills

Training and development

- Your training as a healthcare assistant will include basic nursing skills and we will support you working towards the Care Certificate, which was developed by [Skills for Care](#), [Skills for Health](#) and [Health Education England](#).

Recruitment process

- Assessment - numeracy and literacy assessment; you need to achieve 80% in each section to pass.
- Interview - you need to achieve 80% in the interview to be successful.

Allocation to clinical area

If you are successful at interview we will do our best to allocate to an area that suits your preference however if we do not have a suitable position for you we will place you on our waiting list. Once on the waiting list we will continue to process your pre-employment checks and should a permanent post become available we can allocate you to that post.

We will also provide you with the contact details of NHS Professionals so if you want to work with them whilst on the waiting list then you can register to do so.

We will ask you if you have any preferences for working in particular areas, such as elderly care or medical wards; your preferences are not guaranteed but it will help us to assign you the most appropriate interview panel.

Working hours and ward shift times

Long Day 07.30 – 20.00 or 08.00 - 20.30

Night 19.30 - 08.00 or 20.00 - 08.30

We need to know if you want to work full-time or part-time, and if part-time what hours you would be available to work, i.e. full-time is three shifts per week for three weeks and one week of four shifts. Two shifts per week would be 23 hours; once offers have been sent out, the hours requested cannot be changed.

You need to inform us if you are attending college / university / have other commitments and would need particular shifts as it can be difficult to accommodate requests within the rosters whilst ensuring the needs of the service are maintained.

You will be expected to work a variety of long days and nights throughout the four week roster, this will include weekends. You are allowed up to five requests per roster. Requests for flexible working hours or changing your hours can only be made once you've worked at Croydon Health Services for a minimum of 26 weeks, in accordance with the Working Life Balance Policy and Procedure.